

## **Eden Newsletter – December 2009**

### **We Are Expanding**

Due to continued success, we have expanded our business to ensure our personal service is maintained at all times. We now have Sales Enquiries, Payroll and Customer Care departments to ensure you ring one department and get dealt with immediately and without delay.

Contact details for these specific departments:

Sales Enquiries	Tel: 0844 686 8350	Fax: 0844 686 8351	Email: <a href="mailto:enquiries@edenoutsource.co.uk">enquiries@edenoutsource.co.uk</a>
Payroll	Tel: 0844 686 8360	Fax: 0844 686 8361	Email: <a href="mailto:payroll@edenoutsource.co.uk">payroll@edenoutsource.co.uk</a>
Customer Care	Tel: 0844 686 8370	Fax: 0844 686 8371	Email: <a href="mailto:customercare@edenoutsource.co.uk">customercare@edenoutsource.co.uk</a>

We have a strict policy of 4 business hours for our SLA on all the above email boxes. However, please note that in some cases regarding expenses, this could take up to 16 business hours due to the internal approval process now in place to prevent any misdemeanours.

In November we were pleased to welcome Andy Johnston who now manages Eden. Andy offers many years of experience in bringing process, structure and expansion plans within small, medium and corporate businesses. He has already established and secured a management team reporting to him that manage the above departments and has enormous growth plans to coincide with his objective to make Eden a market leader in the Umbrella industry. Andy says; *"I see Eden as a company others will strive to replicate following its already personal and family run methods. It is always a challenge to take an established business to the next level, although having the right people around me that trust and believe in my goal to make Eden a market leader is fundamental. I am confident I have that now and truly believe this will be an extremely enjoyable challenge."*

**Pat Edwards:-** Sales Enquiries Manager. Pat has many years experience of sales, building relationships, management and most importantly the Eden/Umbrella model.

**Sabrina Millard:-** Payroll Manager. Sabrina has been a valued member of Payroll for some time now and is an exceptional and dedicated member of the business.

**Tia Glen:-** Customer Care Manager. Tia has a very methodical and fantastic attention to detail in her approach to the business and therefore became an obvious Manager for the Customer Care department as this is the backbone to the success of our future.

**Sara Dillon:-** Account Manager. Sara has worked at Eden for over 2 years and has a wealth of knowledge of the Umbrella industry. Sara is now focused on building on our network of agencies and providing a more tailored approach to how Agencies & Eden work together.

### **Online is the future and Eden are leading by example.**

We have always felt that the best way to speed up and streamline our services is to make it fully automated. We have therefore developed a bespoke software package that will enable everything to be easy and user friendly for our agencies and contractors via an online web based portal. This is in the process of going live and is available to view from our website under the employee login button. Initially many of the features in the system will be turned off but at its outset you will have basic access to payslips, timesheet and expense detail. You will also have the ability to change information such as your address, contact details etc. Over the coming months we will turn on more and more functionality and obviously check at each stage that everything is working. The system also has a built in help facility. Wherever you see this symbol "???" you can simply click on it and it will explain the field and what is required or the action to take.

We will be including shortly the following:

- Online Pay Illustration.
- Online Expenses form for fast and effective expense submission.
- Online Mileage form to accompany your expenses to assist in offsetting your business mileage.

You may recall in a previous Newsletter we informed you of the problems we were experiencing with our new system. We are pleased to inform you that these have all been dealt with, or indeed in the process of being rectified. You should not experience any glitches going forward and we appreciate all your feedback and support through this transition period.

### Important Information Regarding Mileage Claims

You would have been informed about this before, sorry to be repetitive, however it is very important you are fully aware that when claiming for business mileage, you include a vat receipt. We will NOT be paying without a valid vat receipt with immediate effect.

### Pricing and Service Review

After reviewing our rates that we have not altered in over 4 years and the investment being made to make your experience using Eden completely seamless and effortless, we are to be changing our rates to those listed below as from 1<sup>st</sup> January 2010. Should you have any questions, please do not hesitate to contact us to discuss.

New rate changes to take effect in 2010:

Term	Current Rate	New Rate	Increase per day	Competitors Average	Still Saving You
Daily	£5.00 per day	£6.00 per day	£1.00	Not an option	
Weekly	£20.00 per week	£24.00 per week	£0.48p	£27.50 per week	12%
Monthly (p/t)	£35.00 per month	£40.00 per month	£0.14p	Covered by monthly rate	
Monthly	£50.00 per month	£60.00 per month	£0.27p	£120.00 per month	54%

Please be aware that these increases are in line with the market standards even without the level of service and online productivity that Eden have invested in and introduced over the past 6 months.

### A friendly word of advice

It has been brought to our attention that there are a number of unorthodox umbrella companies trading, which are providing incorrect advice and dubious payment methods. We would urge you to be mindful of this and ensure you choose a company to manage your Tax, NI & Expenses that will NOT get you into trouble with the Inland Revenue.

**We would like to take this opportunity to wish you all a very Merry Christmas and a Prosperous New Year**

**Thank You**